
Solar Program

Consumer Protection – Staff Proposal

RE Stakeholder Meeting - November 2017

E-SIGNATURES



Establish requirements related to E-Signatures

- Instead of requiring wet signatures e-signatures would be allowed so long as :
 - The e-signature system prohibits robo-signing, and
 - The submission includes a digital certificate certifying:
 - 1) The number of times each signature/initials appears in the document; and
 - 2) The email address to which the document was sent for signature, the IP Address at which, and the date on which, the document was received by the signer, and the date of signature.
- Based on our research, DocuSign® meets the above requirements. Are there other systems that also do so?

WAITING / RESCISSION



Contract Waiting or Rescission Period(s)

- Would replace the originally proposed 5 business day waiting period before a contract becomes effective with a 5 business day contract rescission period allowing the customer to cancel the contract within 5 days of when it is signed.
- Would require a more customer-friendly rescission process, including the possibility of rescinding through a toll-free telephone number, website, or email as the customer prefers.

DISCLOSURE STATEMENTS



Require Disclosure Statements

- Require solar contractors to provide customers with an approved form of disclosure statement.
- Change the SREC Registration rules to require a copy of the disclosure statement signed by both the customer and contractor acknowledging that the customer understands the terms of the contract.

DISCLOSURE STATEMENTS (CONT'D)



- The requirement to submit signed Disclosure Statements would apply only to “smaller” customers with a peak load of 50 kilowatts or less.
- Instead of requiring the use of specified disclosure forms, Staff or the Program Administrator would create and maintain a list of approved forms.